

A RELATIONSHIP BETWEEN ORGANIZATIONAL STRESS
AND JOB SATISFACTION AMONG OFFICE SUPPORT
PERSONNEL AT DEPARTMENT OF INFORMATION
KUCHING, SARAWAK

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Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
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ABSTRACT

The purpose of this study was to identify the factors that contribute to organizational stress among the office support personnel and to identify a relationship between organizational stress and job satisfaction. The methodology that was used for this study was simple random sampling, to select the sample size that consists of the employees at the Department of Information, Kuching.

The data had been collected using questionnaires which were divided into three sections. Section A focused on demographic background of respondents, Section B focused on the factors of organizational stress meanwhile Section C focused on the job satisfaction. A set of 93 questionnaires was distributed to 93 respondents at the Department of Information, Kuching with 100% response rate. It was analyzed using SPSS Version 20.0.

According to the findings for the first research objectives, it was found that role ambiguity is the highest factor that contributes to the organizational stress had the mean value of 3.51, followed by leadership 3.49 and lastly, workload 3.39. This is because according to the mean scores, the higher the mean value, the most significant it is. Besides that, the factors are accepted because the mean score is more than 3.00.

Based on the findings for the second research objectives, it was found that there is a weak and negative relationship between role ambiguity and job satisfaction. The correlation coefficient is ($r = -.233$). On the other hand, there is a moderate and negative relationship between leadership and job satisfaction. The correlation coefficient is ($r = -$

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